

**SYSTEM AND METHOD FOR PRESENTING QUEUE LENGTHS OF VARIOUS
MEDIA USED BY SERVICE CENTERS**

ABSTRACT OF THE DISCLOSURE

There is provided, in a first form, a system and method for the holistic presentation of multiple media queue depths, which allows the customer to decide what media channel they want to use to make a call based on resource availability across multiple media. Further, this embodiment allows the call center to "cost" media channel services based on their business rules, salaries, calculated return on relationship, cost of different services, etc.

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